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24-Month Performance Data for Senior Medicare Patrol Projects (OEI-02-97-00523)

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Office of Program Operations and Development
Administration on Aging

At the request of the Administration on Aging, we have continued to collect performance data from the 12 senior Medicare patrol projects. The attachment presents cumulative performance data for the first 24 months on the projects.

We note a number of substantial increases in the performance data over the past 6-month reporting period. The total number of trainers has almost doubled from 3,700 to 6,300. This is due primarily to the efforts in Minnesota and New York. We also note that the total number of beneficiaries educated has almost doubled from 61,000 to 116,000. This is due to increases in virtually all States. And while the total funds recouped has remained relatively constant, the number of complaints referred for follow-up and resulting in action have both increased 50 percent to 601 and 138, respectively. Please note that the data contained in the attachment are self reported, and that we have not verified their accuracy. We believe that these data indicate that the projects are perfecting their craft, that beneficiaries are responding, and that we can anticipate increased savings in the future. We will continue to monitor these projects and provide you with 30-month performance data. If you have any questions, please call me at (202) 619-0480 or have your staff call Jack Molnar at
(212) 264-1998.

Attachment

Senior Medicare Patrol Projects: 2-Year Outcomes

State Projects	RI Aging 2000	IL Sub. AAA	PA CARIE	MD MD SUA	CA CHA	MO Dist. 3 AAA	MN MN SUA	IA IA SUA	HI HI SUA	WI CWAG	NY NY SUA	NH NH SUA	TOTAL
INPUTS													
$ recruiting retired professionals	20,000	67,680	35,000	0	21,846	67,824	30,918	0	19,380	0	19,134	64,080	345,862
$ recruiting others	0	22,560	5,200	0	42,500	7,120	2,694	37,779	0	16,000	26,480	3,560	163,893
$ training retired professionals	40,000	82,720	50,000	0	124,944	82,822	10,245	0	38,760	0	17,494	42,720	489,705
$ training others	36,862	26,320	15,000	4,760	27,800	8,697	11,869	11,675	0	25,358	35,103	7,120	210,564
$ support retired professionals	35,836	71,440	20,000	0	48,000	72,410	12,118	0	9,690	0	9,933	32,020	311,447
$ support others	4,000	30,080	8,000	5,000	22,600	7,601	8,931	30,811	0	29,400	6,996	7,120	160,539
$ community ed.	80,392	41,360	50,000	32,750	29,530	80,011	52,875	0	9,690	0	82,365	194,020	652,993
$ tracking system	19,000	33,840	35,000	20,200	22,140	3,833	2,828	1,238	0	1,965	4,167	5,340	149,551
Total $ spent	236,090	376,000	218,200	62,710	339,360	330,318	132,478	81,503	77,520	72,723	201,672	355,980	2,484,554
$ received from other sources	0	22,000	120,000	0	0	0	793	0	0	10,000	0	0	152,793
OUTPUTS													
# sessions conducted to train trainers	6	9	30	2	30	10	22	18	12	45	301	4	489
# retired professionals trained	73	91	50	0	509	38	93	0	64	0	1,609	280	2,807
# of others trained	99	22	12	50	80	4	520	419	21	500	1,707	31	3,465
Total # of people trained	172	113	62	50	589	42	613	419	85	500	3,316	311	6,272
# media events	16	33	35	45	116	42	250	98	49	18	81	31	814
# community education activities	21	55	250	308	289	66	66	DK	27	85	404	68	1,639
OUTCOMES													
total # trainers who conducted activities	23	113	45	10	24	42	25	DK	34	45	1,060	5	1,426
# group sessions by professionals	111	433	200	0	145	18	41	0	22	0	177	210	1,357
# group sessions by others	35	28	50	25	144	48	54	234	55	103	117	37	930
Total # sessions	146	461	250	25	289	66	95	234	77	103	294	247	2,287
# of beneficiaries at ses. by professionals	2,572	20,408	15,000	0	16,000	423	875	0	629	0	5,694	1,706	63,307
# of beneficiaries at ses. by others	372	514	5,000	4,182	10,050	1,585	1,701	10,310	3,325	2,709	6,314	1,275	47,337
Total # of beneficiaries at sessions	2,944	20,922	20,000	4,182	26,050	2,008	2,576	10,310	3,954	2,709	12,008	2,981	110,644
# of 1-on-1 by retired professionals	DK	116	200	0	236	479	3	0	0	0	448	2,280	3,762
# of 1-on-1 by others	14	12	50	625	127	313	15	92	0	49	302	15	1,614
Total of 1-on-1	14	128	250	625	363	792	18	92	0	49	750	2,295	5,376
Total # of beneficiaries educated	2,958	21,050	20,250	4,807	26,413	2,800	2,594	10,402	3,954	2,758	12,758	5,276	116,020
Est. # of people reached by media hits	2,193,300	4,425,724	8,000,000	100,000	2,500,000	65,000	126,950	6,684,675	262,900	153,135	543,300	925,000	25,979,984
Est # of people reached by com ed.	5,803	5,038	25,000	25,000	26,050	65,000	7,953	DK	525	11,379	226,262	12,000	410,010
# complaints received	18	178	75	271	363	13	14	495	5	32	129	4,670	6,263
# complaints referred for action	18	44	60	59	100	11	3	226	DK	18	28	34	601
# complaints resulting in action	DK	DK	15	59	6	DK	0	16	DK	7	27	8	138
Medicare $ identified for recoupment	DK	DK	76,484	DK	22,000	DK	0	1,142,680	DK	1,972	3,008	DK	1,246,144
Other $ identified for recoupment	DK	145,705	DK	DK	1,100	112,826	12,110	1,422	DK	1,865	DK	100	275,127
Total $	DK	145,705	76,484	0	23,100	112,826	12,110	1,144,102	0	3,836	3,008	100	1,521,271

Note: DK indicates grantees were unable to provide specific data.

Definitions

RETIRED PROFESSIONAL

These are retired individuals who were professionals (*e.g.,* teachers, lawyers, doctors, or accountants), who are new volunteers to the aging network, and who are trained to help beneficiaries identify Medicare fraud.

OTHERS

These are any other individuals who are trained to help beneficiaries identify Medicare fraud.

RECRUITING

Any effort to get individuals to take the training to become a trainer.

TRAINING

The process of training the trainer.

SUPPORT

Any activity to help the trainers, such as transportation, renting space, printing material, and telecommunications.

TRAINED

Completed training to conduct beneficiary education.

MEDIA EVENTS

Any individual airing or publishing of media (*e.g.*, print, radio, television, or electronic) to educate beneficiaries and their families about Medicare fraud. (If it is geared to trainers it is recruiting.)

COMMUNITY EDUCATION
ACTIVITIES

Any beneficiary education activity not given by trainers or counted as media events.

Definitions (continued)

BENEFICIARIES

Includes beneficiaries, family members, caregivers, and others who attended sessions.

GROUP SESSIONS

Medicare fraud education sessions for beneficiaries, family members, caregivers, and others led by trainers.

ONE-ON-ONE SESSION

Sessions led by trainers for an individual beneficiary and/or his or her family.

COMPLAINTS

Allegations of health care fraud and abuse reported by any individual as a result of the project's efforts.

COMPLAINTS REFERRED
FOR ACTION

Complaints deemed worthy of referring to a Medicare contractor or an investigative agency.

COMPLAINTS THAT
RESULTED IN SOME ACTION

Referrals successfully closed by a Medicare contractor or an investigative agency (*e.g.*, conviction, judgement, plea, or overpayment).

MEDICARE $ IDENTIFIED
FOR RECOUPMENT

Funds where recoupment action has been initiated by a Medicare contractor or a law enforcement agency.